



Arizona @ Your Service

# Arizona Department of Environmental Quality (DEQ): Smart Notice of Intent

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## Helping protect Arizona's natural resources

### More work, more responsibilities

As a result of regulatory changes, the workload of the Arizona Department of Environmental Quality took a dramatic increase in 2002-2003. At that time, builders were required to file storm-water runoff Notices of Intent (NOIs) for sites greater than one acre, which meant

many more sites than had that requirement in the past. And, responsibility for administering those NOIs shifted from the EPA to DEQ. This substantially greater workload could not involve additional funding.

### Doing more with less

In order to handle this increased workload without adding staff or spending more, DEQ sought help from the Arizona Portal team. The two organizations

worked together to develop and deliver an automated solution that would enable contractors to file NOIs on-line. Called the Smart NOI, the teams gained EPA funding to develop their first-of-its kind Web application. However, it was the existing Arizona Portal infrastructure and services (including a high level of security, flexibility and robustness) that made the new application financially feasible.



## The results

The Smart NOI enables contractors dealing with sites of all sizes to go on-line and complete a simple form describing their site and its location. The advanced Mapping System technology built into the Smart NOIs, enables immediate determination of whether the planned construction is in a location that could damage the fragile Arizona environment. If there is no risk, the filing requirements are generally waived and they may receive immediate approval to proceed. This saves considerable time and avoids construction delays. DEQ only becomes involved when there's a question about a plan's location or size and the possibility of

negative impact on precious natural resources. In those cases, the Smart NOI will delay granting a permit for 32 business days so DEQ can review the project for potential impacts. This means that DEQ personnel must focus only on those projects where their involvement is essential, leaving predefined system parameters to deal with many others.

## Some additional details

The Smart NOI system also includes a parallel on-line form – the Smart Notice of Termination (Smart NOT), which enables contractors who have used the Smart NOI process to again, simply go on-line and indicate when the project has been completed.

Overall, this unique and leading-edge application saves time and effort for all involved. Contractors and construction project managers save time by being able to file on-line in minutes, information that otherwise would have taken them hours when done live. Even if they do not get immediate approval, they know at once what their schedule will be. DEQ personnel now can devote time and energy to focusing on only those projects where a negative impact is likely. This enables them to concentrate on protecting the valuable and fragile natural resources that are so important to Arizona businesses and citizens.

## What the Customer Said

*"IBM is big and I felt they could be responsive, but I didn't know how much so. They're doing better than expected. I knew IBM had good resources, but not knowing what was involved in hosting, I wasn't really sure we'd get quite the support we needed...but again, it's been better than I thought."*

Wayne Hood, Supervising Hydrologist, DEQ



# We're glad we could help, working hand in hand with:

- Arizona Department of Transportation  
Motor Vehicle Division
- Arizona Government Information  
Technology Agency
- Administrative Office of the Courts
- Arizona Department of Economic Security
- Arizona Department of Environmental Quality
- Arizona Government University
- Governor's Office of Highway Safety
- Arizona Department of Insurance
- Arizona State Board of Naturopaths
- Arizona State Board of Pharmacy
- Arizona State Board of Physical Therapy
- Arizona Department of Public Safety
- Arizona Department of Real Estate
- Arizona Registrar of Contractors
- Arizona Schools for the Deaf and Blind
- Arizona Board of Technical Registration
- Arizona Department of Weights and Measures
- and many more

